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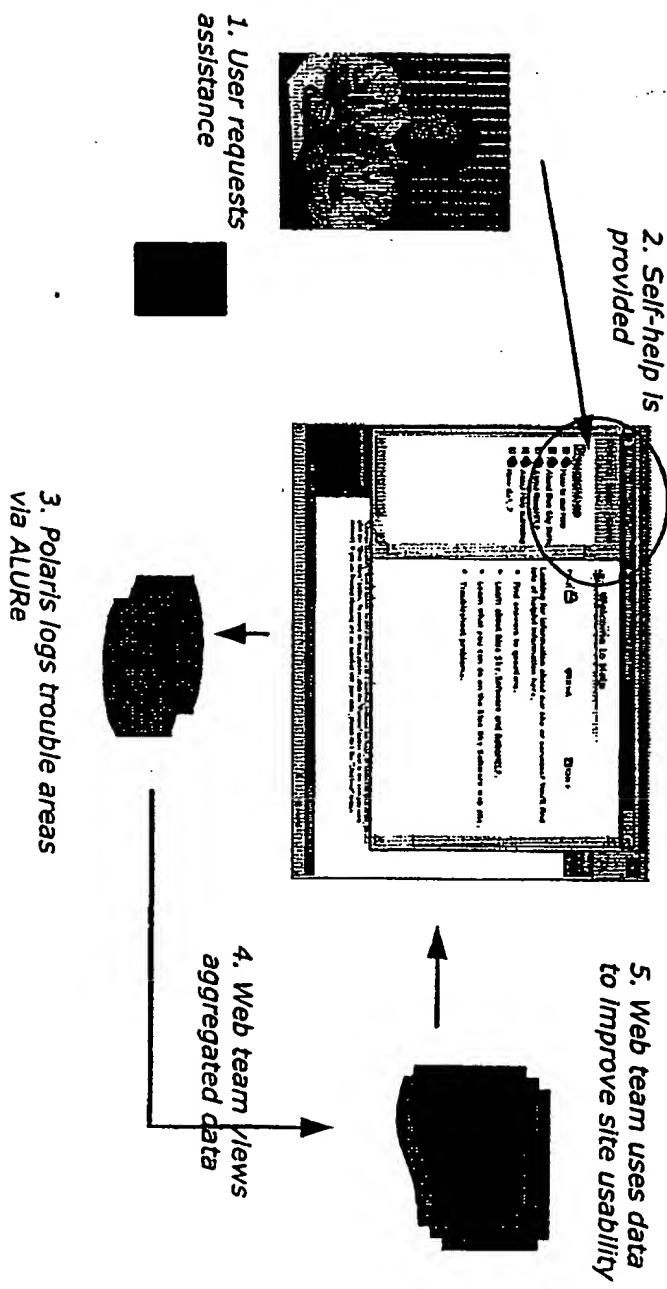


Fig. 1

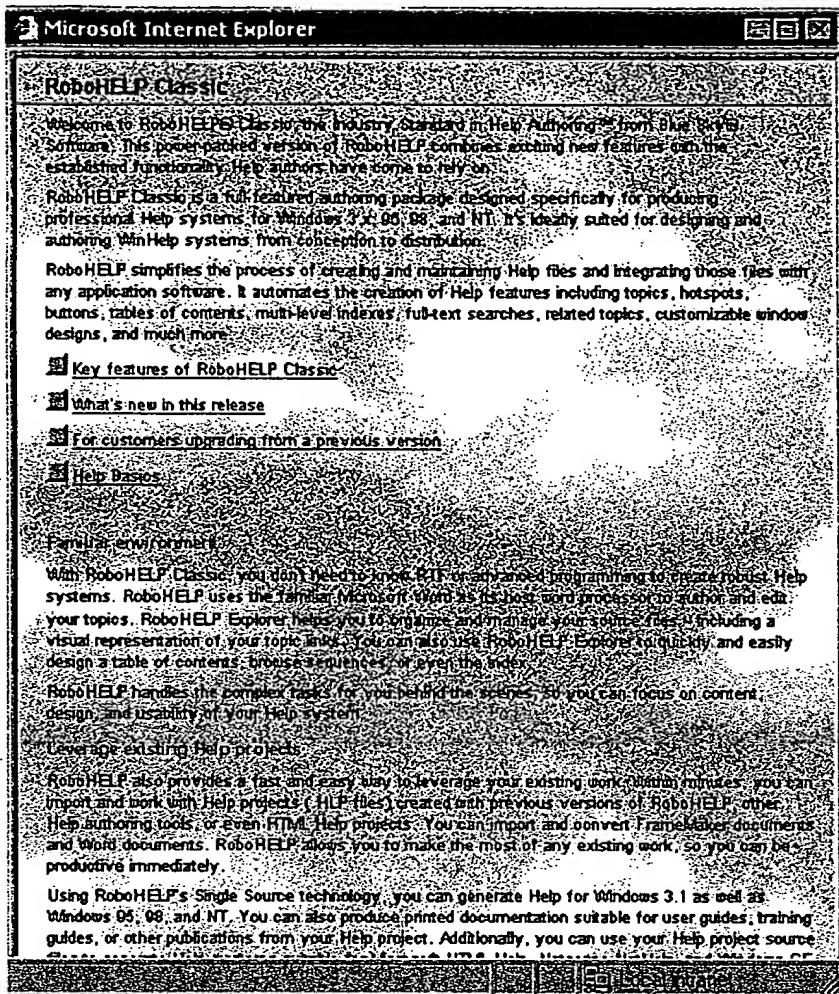


Fig. 2

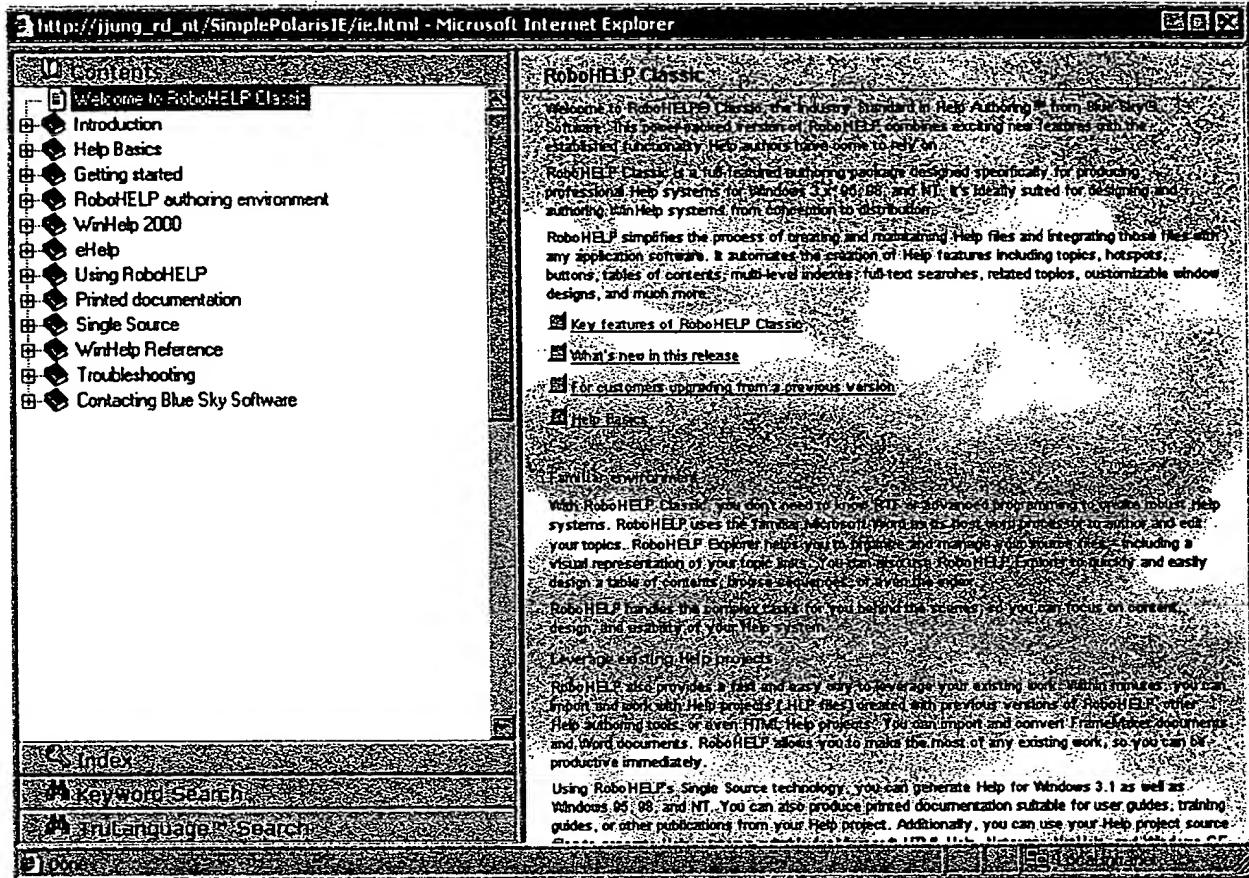


Fig. 3

Blue Sky Software, Makers of the RoboHELP Family of Products - Microsoft Internet Explorer

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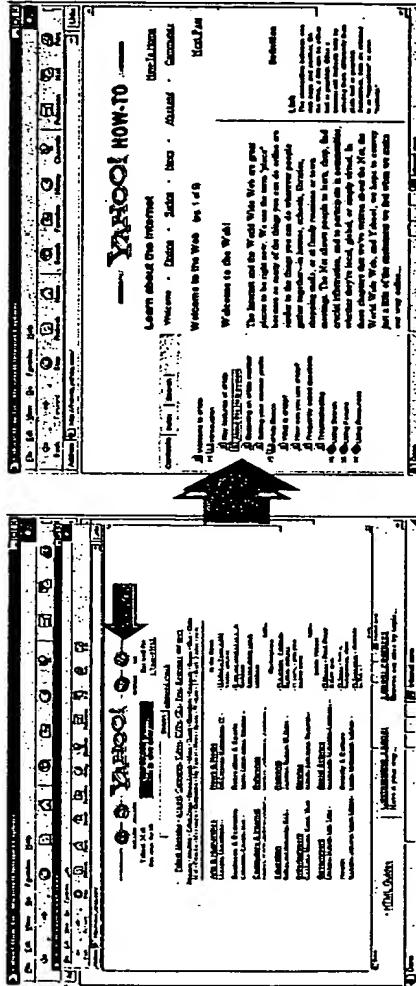
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Fig. 4

## Polaris

Polaris leverages and extends our current WebHelp technology to provide a common Help System interface to users looking for Web site assistance. The Web site Help system has the same look and feel than the interface they turn to for Help on their desktop applications.



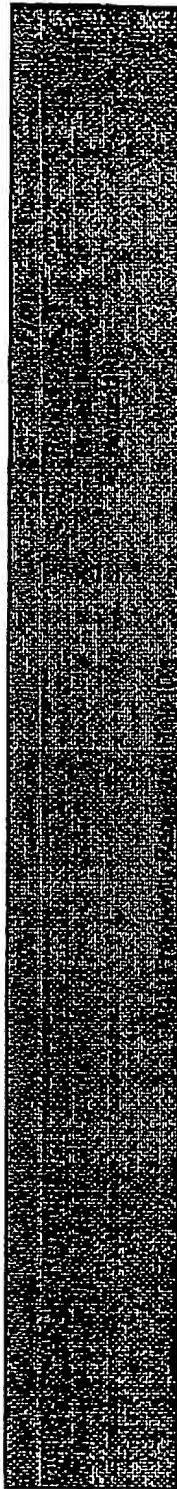
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S-B-F

## Sample ALURe™ Transcripts

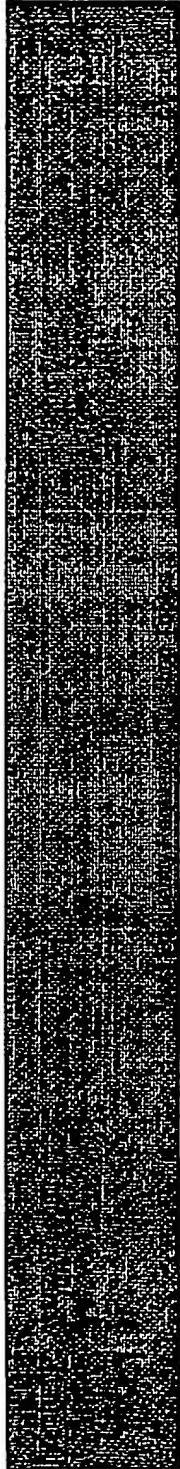
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<!DOCTYPE aiur SYSTEM "http://alurexml.com/1.0/alure.dtd">
<axml version="1.00">
  <head>
    <date>
      12-07-1999
    </date>
    <duration>
      00:13:00
    </duration>
    <context>
      <problem-context>
        <problem-id> 102322 </problem-id>
        <referrer>
          http://www.ehelp.com/communities/register.html
        </referrer>
      </problem-context>
      <helpsystem-info>
        <help-id>729</help-id>
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    </head>
    <solution-path>
      <path-context>
        <context-type>URL</context-type>
        <context-data>
          http://www.ehelp-help.com/topic429.htm
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      </path-context>
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        <context-data>
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      </path-context>
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        <context-type>URL</context-type>
        <context-data>
          http://www.ehelp-help.com/topic419.htm
        </context-data>
      </path-context>
    </solution-path>
    <resolution resolved="Yes">
    </resolution>
  </axml>
```

Fig. 6



URL Location	Help Topic	Times Requested	Rank Order
/zdcjxyz/123	Help About/Contents/Widget	10,287	90%
/zdcjxyz/124	Help About/Contents/Widget/smidgets	8,827	80%
/zdcjxyz/125	Help About/Contents/Widget/midgets	4,928	77%
/zdcjxyz/126	Help About/Contents/Widget/fidgets	3,010	72%
/zdcjxyz/127	Help About/Contents/Widget/jog	3,001	55%
/zdcjxyz/128	Help About/Contents/Widget/walk	2,787	51%
/zdcjxyz/129	Help About/Contents/Widget/run	2,200	45%
/abcywq/gfc	application/1/userid/password	2,100	40%
/zdcjxyz/131	application/1/userid/state	1,500	22%
/zdcjxyz/132	application/1/userid/country	1,234	10%

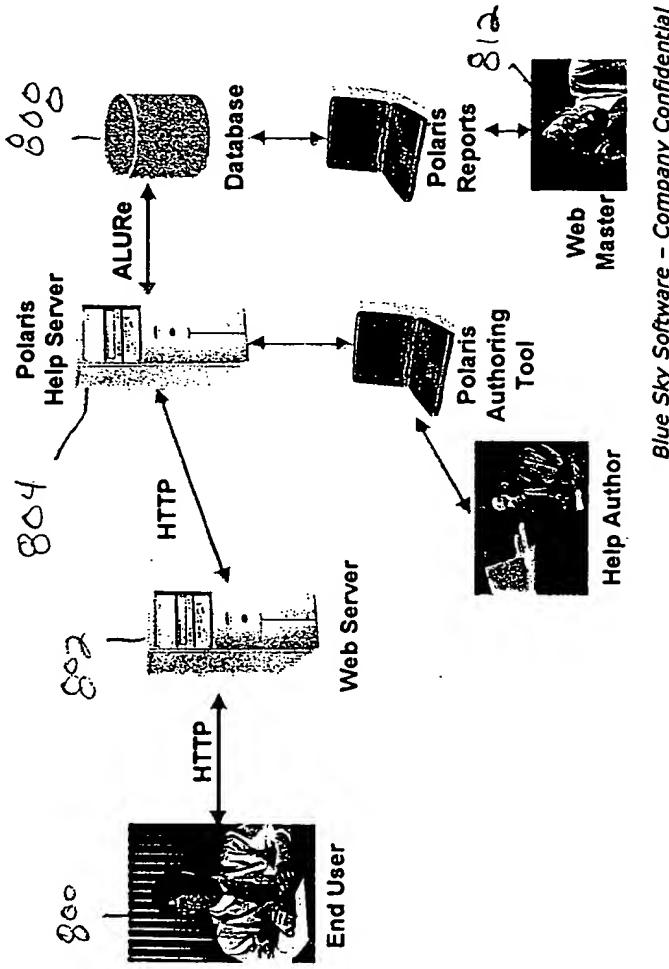
Fig. 7a



URL Location	Help Topic	Times Requested	Questions Received	Rank Order
/abc/xyz/123	Adding RAM to CPU	10,287	6873	94%
/abc/xyz/124	Clearing Wallpaper	8,827	5030	88%
/abc/xyz/125	Attaching Printer	4,928	4999	74%
/abc/xyz/126	Attaching Scanner	3,010	4988	72%
/abc/xyz/127	Rebooting System	3,001	4701	71%
/abc/xyz/128	Changing color scheme	2,787	3454	41%
/abc/xyz/129	Adding additional harddrive space	2,200	3309	40%
/abcywq/gic	Getting Technical Support	2,100	3102	40%
/abc/xyz/131	Returning for Repair	1,500	2987	22%
/abc/xyz/132	Technical Training	1,234	2500	10%
/abc/xyz/130	Adding additional harddrive space	884	2339	1%
/abc/xyz/133	Returning for Repair	184	1830.6	-21%
/abc/xyz/134	Returning for Repair	185	1831.6	79%
/abc/xyz/135	Returning for Repair	186	1832.6	179%

Fig. 7b

## Polaris Architecture



Polaris Offering Prices  
Based On Market Prices

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